Problems with logging in

A frequently appearing notification will happen if the browser contains cookies related to the login procedure. example, when Single Sign On (SSO) has been used for other purposes and has not been closed correctly, a cookie remains stored within the browser. In that case you are not able to login:

Login Failed for Pure at Erasmus University Rotterdam
An error occurred while logging in using your institution's single sign-on system.
You may be able to log in to Pure directly if your username and password are configured manually. Please contact your institution's local IT support if this problem persists.
Pure version 5.20.3–1 at Erasmus University Rotterdam, 29 Jun 2021 11:24:39

Our IT department is analyzing the problem. In this instruction you will find two workarounds:

Workaround 1: Login with Incognitomodus

• Open Google chrome and select the New Incognito window

		s c	☆ (1
	New tab			Ctrl+T
	New window			Ctrl+N
	New Incognito w	indow	Ctrl+S	hift+N
	History			۰.
	Downloads			Ctrl+J
	Bookmarks			+
	Zoom	- 10	0% +	- 23
	Print			Ctrl+P
	Cast			
	Find			Ctrl+F
	More tools			•
	Edit	Cut	Сору	Paste
	Settings			
	Help			•
	Exit			
₽	Managed by you	r organiza	tion	

• Type the URL <u>https://pure.eur.nl/admin</u>

New Incognito Tab × +			
← → C ① = pure.eur.nl/admin			
datascience master			
	You've gon	e Incoanito	
	i ou to goi.		
	Now you can browse privately, and other people who use this device won't see your activity. However, downloads, bookmarks and reading list items will be saved. Learn more		
	Chrome won't save the following information: • Your browning history • Cookies and site data • Information entered in forms Block third party cookies When on, sites can't use cookies that track ye	Your activity might still be visible to: • Websites you visit • Your employer or school • Your internet service provider w across the web, Features on some	
	sites may break.		

You will be redirected to SURF Conext.

• Select your institution

Login via SURFconext
Select an account to login to Pure Research Information System - EUR
ßearch Q
Erasmus MC
Erasmus University Rotterdam

Microsoft Sign in

12345abc@eur.nl

Can't access your account?



Next

Erasmus University Rotterdam	Erafung
Students and employees Rosserdam can sign in h	s of Erasmus University ere.
⊖Keep me signed in Sign m	
Forgot your uservame? Forgot your pastword? (Record username Recurst new settinord

Microsoft

12345abc@eur.nl

Approve sign in request

Open your Microsoft Authenticator app and approve the request to sign in.

can't use my Microsoft Authenticator app right now

More information

• On your smartphone you must approve the registration



- Next screen appears on your computer
- Select Yes

Microsoft					
43742ate@eur.nl					
Stay signed in	?				
Do this to reduce the number of times you are asked to sign in.					
Don't show this again					
	No	Yes			

• Now you will be logged in into Pure by using the incognito option.

Pure 5.22.3-1 - Master data oven						
🔄 🔆 🕜 🕼 pure.eur.nl.admini/workspace/masterdata/overview/						🗞 🕁 🎯 Incognito
Pure Erasmus Universit	y Rotterdam			Q. Acc	essibility 🗸 👤 43742ate@eur.nl	🗸 🚓 Switch user 🗸 🛛 Log out 🕣
Editor 👻 🛛 Master data 🔍	Reporting SEP/KUOZ v Dashboard Data Quality Administrator Usage analytics					
Master data overview	Users	14814	L Persons -=		47784	+ Add content
Users	Personal user (staff)	6074	Academic		2	
Persons	Clobal reporter of Press/Media	31	+ New			
Organisational units	Global reporter of Prizes	81				
External persons	Global reporter of Persons	30	<u>Q</u> External persons -=		207375	
* External organisations	Reporter of Research Output	30	External person		207375	
Author collaborations	Global reporter of Activities	28	+ New			
	Reporter of SEP/KUOZ	28	Author collaborations		262	
Journals	Editor of Press/Media	26	A New		357	
Publishers	Editor of Prizes	26	+ New			
Classification schemes	Validator of Research Output	25	Publishers -=		19112	
File handles	More		Publisher		19112	
w Events	• New		New			
Person Expertise	A Organisational units	164	0			
S Report definitions	Department	105	@ File handles		38	
Presenter	ERIM initiative	23	Unspecified		12	
Reporting	Sub_department	11	Legacy import			
	Center	10	Synchronisation		1	
	Faculty	(9)	XU07 Activities tune manning file		3	
	Institute	2	Cover sheet configuration XM		2	
	University	1	KU07 type magning file		2	
	BV	(1)	Student thesis front page		0	
	Active	164	Cover sheet background PDF		(1)	
	Inactive	0	Publication import file		0	

Workaround 2: Login after clearing your browsing data

To solve this problem, please follow the next instruction (an example from Google Chrome has been used)

- Go to *History* of your browser.
- Click on Clear browsing data

History	Q. Bearch history	
Chrome history Tabs from other devices	Today - Tuesday, June 29, 2021	
Clear browsing data	11:19 AM You are now logged out of Pure pure.euc.nl	:
	🔲 11:01 AM 📲 Administrator login comeeurp.uci.ru.nl	* 1
	🔲 10:57 AM 👌 User - Pure 5.20.3-1 pure.eur.nl	:
	🔲 10:57 AM 👌 Pure 5.20.3-1 - Users - Editable pure.eur.nl	:
	10:57 AM A Pure 5.20.3-1 - Users - Editable pure.eur.nl	
	10:56 AM Pure 5.20.3-1 · Master data overview pure.eur.nl	:
	9:59 AM 2:59 AM Pure 5.20.3-1 - Editorial overview pure.eur.nl	:
Ba tracks	9:59 AM 2:59 AM Pure 5.20.3-1 - Editorial overview pure-eucni	:
your organization	9:53 AM S Pure 5.20.3-1 - Research outputs - Editable pure.eut.nl	:

Select the following items and click on Clear data

Clear browsing data					
		Basic	Advanced		
Time	e range	All time	*		
	Browsi 537 ite	ing history ms (and more on synced	devices)		
	Downlo 15 iten	oad history ns			
	Cookie From 1	es and other site data 189 sites (you won't be sig	gned out of your Google Account)		
	Cacheo 302 Mi	d images and files B			
	Passwords and other sign-in data 23 passwords (for live.com, digid.nl, and 21 more, synced)				
			Cancel Clear data		

•

- Type in the correct URL for logging into Pure within the opened browser.
- You will be directed to the SURF Conext screen again.
- Login by using your network account and your network password.

Finally, if this instruction will not work for you, please try another browser which has not been used for signal sign on (SSO) today.